



SAN ANTONIO POLICE DEPARTMENT GENERAL MANUAL



Procedure 317 – Public Safety Headquarters Building Security

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.01 INTRODUCTION

This procedure informs members of the security systems currently operational within the Public Safety Headquarters (PSHQ) located at 315 S. Santa Rosa, identifies controlled access areas, and establishes a process for entry into the facility and controlled access areas.

.02 TERMINOLOGY

- A. Identification Card – identification issued by the city ID Office to personnel who are traditional employees, non-traditional employees, volunteers, interns, contractors, and vendors with proper approval.
- B. Controlled Access Area – an area within the facility which is not grant unescorted entry without prior approval and appropriate access provisioning.

.03 ENTRANCES INTO PUBLIC SAFETY HEADQUARTERS BUILDING

- A. The below listed entrances are the authorized entrances to PSHQ Building. Due to security restrictions, the following status shall apply to each entrance.
 - 1. The main entrance for the PSHQ is to be considered the public entrance of the facility and is located on the east side of the facility facing South Santa Rosa. These doors are open (unlocked) during the regular business day. After hours, this entrance can be accessed once the need to enter has been verified by the Security Desk Service Agent.
 - 2. SAPD personnel assigned to the PSHQ or department personnel having business within the facility may enter the facility through ground level staff entrances located on the east side, south side and west side of the facility. Also, there is a staff entrance located on level 2 and level 4 of the parking structure.
 - 3. Emergency exits are located on the north side, east side, south side and west side of the facility. These emergency exits will remain locked during the business day as they allow for free egress from the facility during emergency situations.
- B. The Security Desk Service Agent will monitor entrances into PSHQ and activity within the parking garage and the adjacent parking lot by use of the security camera equipment.

.04 CONTROLLED ACCESS AREAS

- A. The entire building, with the exception of the main entrance lobby and the customer service lobby, is a controlled access facility.
- B. All areas within the facility and each SAPD office/unit suite within the facility require access approval for unescorted access.

.05 VISITOR PROCESSING

- A. All visitors are required to report to and sign in with a Security Desk Service Agent.



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- B. Security Desk Service Agents will ensure visitors are properly logged in and contact the appropriate office/unit and notify them of their visitor.
- C. All visitors to the PSHQ facility will be processed through the security screening point prior to entry.
- D. Visitors are required to be under escort, by authorized personnel, at all times while within the facility.
- E. All visitors will be escorted back to the main lobby so they can be logged out by Security Desk Service Agent.

.06 ENTRY INTO CONTROLLED ACCESS AREAS

- A. Unescorted entry into controlled access areas of the PSHQ facility shall be limited to authorized personnel.
- B. Escorted entry of any person, member, or visitor, not having authorized access to a controlled access area, can be conducted by any authorized personnel assigned to the office/unit.
 - 1. Persons not granted unescorted access to the facility and their property shall be screened prior to entry into the facility at the screening point located in the main entrance lobby. This does not apply to arrested persons brought to the facility for processing.
 - 2. Persons not granted unescorted entry to the facility will be escorted by personnel from the office/unit conducting business with the individual(s).
 - 3. SAPD personnel from the office/unit assigned to the facility may escort as many persons into the facility as they can positively control.
 - 4. SAPD personnel escorting persons through the staff entrances, who are not granted unescorted entry to the facility, are responsible for maintaining positive control of these persons while within the facility.
 - 5. Persons escorted into the facility will not be left unattended at any time.

.07 MEMBERS RESPONSIBILITIES

- A. While within the PSHQ, all members in civilian attire shall display either their badge or city issued identification card in plain view.
- B. All members have the responsibility to stop, identify, and escort any unauthorized persons found in any area of the facility to the Security Desk.
- C. Any member discovering any suspicious items (i.e., packages, briefcases, bags, etc.) unattended or abandoned anywhere in the facility shall immediately notify the Security Desk personnel. The suspicious items shall be processed according to the Security Systems Office SOP.

.08 ISSUANCE OF COSA IDENTIFICATION CARDS

- A. Personnel whose assigned responsibilities require frequent or routine visits to the PSHQ facility as well as technical support personnel from outside contractors/vendors working within the PSHQ may be issued city identification cards as approved by the Office of the Chief.
- B. All persons in need of a city issued identification card will submit their request(s) to the Fiscal Services Office for processing and approval.
- C. All persons issued a city identification card will be instructed on the care and control responsibilities by the issuing authority.



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- D. Personnel may be held liable for costs associated with the replacement of a city identification card lost or damaged due to negligence.
- E. Personnel shall be subject to disciplinary action for allowing another to use their issued city identification cards.

.09 ISSUANCE OF UNESCORTED ACCESS PROVISIONING

- A. Personnel whose assigned responsibilities require frequent or routine unescorted access into a controlled access area are provisioned for the required access and given instructions on their responsibilities based on access needs.
- B. All unescorted access requests must be approved through the office/unit chain of command with final approval by the Office of the Chief.